

Business Responsibility Report

Section A: General Information about Company

1	Corporate Identity Number	L40101MH1995PLC084687
2	Name of the Company	Reliance Power Limited
3	Registered address	Reliance Centre, Ground Floor, 19, Walchand Hirachand Marg, Ballard Estate, Mumbai 400 001
4	Website	www.reliancepower.co.in
5	Email	reliancepower.investors@relianceada.com
6	Financial Year Reported	2019-20
7	Sectors engaged in	Code 51 – Electric power generation Code 351 – Mining of hard coal Code XXX – CBM Blocks.
8	Key products / services company manufacturers	Electricity generation, captive coal mining for power plant and development of CBM blocks.
9	Number of locations where business is undertaken	
	i. International locations	1
	ii. National locations	6
10	Markets served by the company	Throughout India through its subsidiaries

Section B: Financial Details of the Company (₹ in Crores)

1	Paid-up Capital	2,805.13
2	Total Income	8,202.41 (Consolidated)
3	Total Profit / (Loss) after taxes	(4,271.48) (Consolidated)
4	Total Spending on CSR as % profit after tax	Nil
5	List of activities in which CSR expenses incurred:	-

Section C: Other Details

1	Details on subsidiary companies	38 Subsidiary Companies (Both direct and step-down) including overseas subsidiaries as on March 31, 2020
2	Participation of subsidiary companies in the BR initiatives of the parent company	Subsidiary companies which have been constituted as SPVs set up for execution of specific projects are involved in BR initiatives at their respective project locations. Subsidiaries participating in BR initiatives include: Rosa Power Supply Company Limited, Sasan Power Limited, Vidarbha Industries Power Limited and Dhursar Solar Power Private Limited.
3	Participation of other entities (suppliers, contractors etc) in the BR initiatives of the Company	Reliance Power and its subsidiaries actively encourage other Entities such as (suppliers, contractors) to participate in its BR initiatives.

Section D: BR Information

1. Details of Director / Directors responsible for BR

1	a. Details of director responsible for implementation of BR policies – Director Identification Number – DIN	BR functions are monitored by the Corporate Social Responsibility Committee of the Board of Directors. The details of the Committee are provided in the Corporate Governance section of this report.
	b. Details of BR Head	The Board has not assigned responsibilities specifically to any Director to function as the BR head. The CSR committee of the parent company is under the Chairmanship of Smt. Rashna Khan. Details of Smt. Rashna Khan are as follows: DIN 06928148 Name Smt. Rashna Khan Designation Independent Director Telephone 022-4303 1000 Email ID reliancepower.investors@relianceada.com

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2. Principle-wise (as per NVGs) BR policy / policies

- P1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
 P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
 P3 Businesses should promote the wellbeing of all employees.
 P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.
 P5 Businesses should respect and promote human rights.
 P6 Businesses should respect, protect, and make efforts to restore the environment.
 P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
 P8 Businesses should support inclusive growth and equitable development.
 P9 Businesses should engage with and provide value to their customers and consumers in a responsible manner.

3. Principle-wise BR policy – As per National Voluntary Guidelines

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1. Do you have a policy / policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Does the policy conform to any national / international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Has the policy being approved by the Board? If yes, has it been signed by MD / owner / CEO / appropriate Board Director?	Y	Y	Y	Y	Y	Y	-	Y	Y
5. Does the company have a specified committee of the Board / Director / Official to oversee the implementation of policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Indicate the link for the policy to be viewed online?	Code of conduct is available on the Company's website – www.reliancepower.co.in								
7. Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes								
8. Does the company have in-house structure to implement the policy / policies?	Yes								
9. Does the Company have a grievance redressal mechanism related to the policy / policies to address stakeholders' grievances related to the policy / policies?	Yes								
10. Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	No Independent evaluation has been done. However, CSR interventions taken by both the parent company as also by its subsidiaries are reviewed and evaluated by the CSR Committees set up, both by the parent company and by the subsidiaries in accordance with the provisions of the Companies Act, 2013, in line with the CSR programmes formulated for the respective companies.								

4. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.

The Senior Management of the Company reviews BR performance on an on-going basis. Reviews by the Board/Committees constituted by it are also undertaken.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it's published?

The Business Responsibility Report (BRR) of the Company is compiled on a consolidated basis to cover the activities of its subsidiaries as well and the same can also be viewed on the website of the company www.reliancepower.co.in.

Section E: Principle-wise performance

Principle 1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs /Others?

Yes, matters of accountability, transparency and ethical conduct are an integral part of the Company's value system. The company's corporate governance principles are anchored on these three elements of its value system. There is a defined set of inter-woven policies and guidelines which are put in place and applicable to both the employees and directors.

The policy takes into account the feedbacks and periodic reviews of the guidelines to ensure their continuing relevance, effectiveness and responsiveness to the needs of local and international investors and other stakeholders. Apart from the company, the scope includes Associate companies, Subsidiaries and SPV's.

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2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

The Company has set up as per the requirements of the Statute and the Listing Regulations, 2015 issued by SEBI a Committee of the Board called "Stakeholders Relationship Committee" to look after the grievances of the investors. All the three Independent directors of the Company are members of the above committee. The Committee meets at least once in every quarter to look into complaints from investors and the steps taken by the company through its Registered Share Transfer Agents for resolving the complaints.

During the year ended March 31, 2020, the company has received both directly as also through the Regulatory agencies such as SEBI, the Stock Exchanges, a total of 42 complaints, of which related to non-receipt of Annual Report, non-receipt of interim dividend for the year 2015-16, non-receipt of IPO refund, non-receipt of fractional amount, Documents submitted RTA which was rejected due to deficiency documents etc. All the complaints have been satisfactorily resolved and no complaints were pending / outstanding as on March 31, 2020.

Principle 2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

Committed to sustainable economic development, we have embedded the need to address the environmental and social concerns at the design stage itself through selection of state-of-the-art project execution / construction technologies for implementation of the projects, use of higher efficiency power generation technologies, conservation of natural resources like land and water & lesser emission intensive fuels. Some of the examples include high stack for better dispersion of gaseous and particulate emissions, provision of high efficiency electrostatic precipitators, low NOx burners, dust extraction and suppression systems, effluent treatment plant, sewage treatment plants, high Cycles of Concentration (CoC) ash slurry disposal, ash water recirculation system, rainwater harvesting system, continuous online stack and ambient air quality monitoring systems etc. Steps to conserve natural resources are an integral part of Company's growth strategy. As the best-in-class technology is used for setting up our plants and mining of coal, our operations are designed to reduce the consumption of natural resources, specifically land, auxiliary consumption of electricity, fuel and water. Efforts undertaken to reduce consumption of natural resources have already begun to show results. All power plants and mines are adhering to ZERO liquid discharge. Our townships have no discharge outlets for waste water and all the treated water is used to meet the in-house requirements.

Reliance Power recognizes the critical need for inclusive growth. The locations of our power plants and coal mines are in economically backward regions of India. Proactive engagement with the local community is maintained. Various capacity building programmes in education, healthcare, livelihood development and infrastructure have been implemented/are under implementation with active participation of local communities. Dedicated resources have been put in place to determine the efficiency of each capacity building programme.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

Reliance Power is committed towards sustainable economic development and plays a key-role in addressing the challenges facing the environment. We approach these challenges in a holistic manner by pursuing innovative approaches and adopting the global best practices. Continued efforts to address the environmental concerns are visible, inter alia, in the selection of state-of-the-art power generation technologies for implementation of the projects, use of higher efficiency power generation technologies, lesser emission intensive fuels and ultra-modern technologies make evident our commitment towards sustainable development.

ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Not applicable – As we are in the business of generating and supplying the electricity to distribution companies.

3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Yes, Reliance Power has defined processes and procedures in place for sustainable sourcing. Ample care has been taken at the design stage to incorporate the desired processes to integrate and internalize the ethos of sustainable sourcing and optimum utilisation across all resources including the critical ones that are land, coal, water and human resource. Adoption of cleaner technologies further reduces the consumption of fuel and water requirement for plant operations.

Sasan Power Limited – a subsidiary of Reliance Power has a captive source for mining coal which is transported to the plant site covering a distance of 14.6 kms through well established single flight overland belt conveyor which reduces consumption of natural resources required for the purpose of transportation. For other plants, coal is transported through rail rakes / roads one of the most sustainable means of coal transportation.

Water for the purpose of operations is sourced from the rivers and transported through dedicated pipelines. The discharge from the plants is recycled and reused for other secondary requirements.

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4. **Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

Reliance Power believes in inclusive development and has been promoting the same by encouraging small and local vendors and extending them preference over the others while awarding the contracts. Local vendors are encouraged for procurement of construction material, as civil contractors, for transportation related jobs apart from sourcing for meeting support services like employee transportation, raw materials required for cafeteria etc.

To gainfully engage and build capacities of the local people Co-operative societies of local villagers have been formed. Training is imparted to build their capacities and adequately skill them to meet the requirement of the jobs awarded. There are at present 34 active Co-operative societies of local villagers.

5. **Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

SN	Product /Waste Recycling	% age of re-use / recycling	Details
1	Hazardous waste	100%	Through authorised recyclers
2	Ash Water	100%	Using ash water recirculation system
3	Effluent	100%	Treated effluent is re-used within plant at different processes
4	Fly ash	Phased manner	Used for various purposes like, Brick Manufacturing, RMC, Cement, road embankment, Low Lying Area filling etc.

Principle 3 Businesses should promote the well being of all employees.

1. **Please indicate the Total number of employees.**

The company has 8,233 employees which include permanent employees and those on contractual basis at March 31, 2020. The above number considers those employed with both the Holding Company and its subsidiaries.

2. **Please indicate the Total number of employees hired on temporary / contractual / casual basis.**

The company has 6,702 employees hired on contractual basis.

3. **Please indicate the Number of permanent women employees.**

Total number of permanent women employees in the company are 38 for the said period.

4. **Please indicate the Number of permanent employees with disabilities**

There is one permanent employee with disabilities in the company.

5. **Do you have an employee association that is recognised by management?**

No

6. **What percentage of your permanent employees is members of this recognised employee association?**

N.A.

7. **Please indicate number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

None

8. **What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

- Permanent Employees : 80%
- Permanent Women Employees : 100%
- Casual/Temporary/Contractual Employees : 100%
- Employees with Disabilities: Nil

Principle 4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

1. **Has the company mapped its internal and external stakeholders? Yes / No**

Yes, Reliance Power has mapped its internal as well as external stakeholders.

2. **Out of the above, has the company identified the disadvantaged, vulnerable & marginalised stakeholders?**

Yes.

3. **Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalised stakeholders. If so, provide details thereof, in about 50 words or so.**

Reliance Power engages with stakeholders through multiple channels of communication both formally and informally. Reliance Power and its subsidiaries have developed internal systems and procedures to identify, prioritize and address needs and concerns of stakeholders at various levels. Likewise, various departments have been entrusted with the responsibility of interacting and engaging with stakeholders. The focus is to touch lives and transform lives through concentrated efforts under the key thematic areas of Education, Healthcare, Rural Transformation, and two cross-cutting themes namely, the Environment and the Swaach Bharat Abhiyan. This includes focus on:

- a. Establishing remedial schools of laggard children in order to mainstream them over a period of one year. Also, create learning environment in earmarked government primary, middle and high schools. Honor

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teachers to enhance their motivation and extend teaching aids and refresher training programs to them.

- b. Extend free education to children from earmarked marginalised communities in company owned professionally run English medium schools.
- c. Women empowerment through promoting women based groups and focused initiatives including skilling and livelihood.
- d. We have been extending support to 671 widows and the old aged by way of pensions.
- e. Special coaching and employability sessions for youth with an mandate to orient and equip them with the market requirements.
- f. Creation of Cooperative societies for vulnerable and marginalised individuals to skill and groom them as vendors and award them jobs.
- g. Extending improved techniques for people engaged in farm by skilling them with advanced techniques, providing resources to enhance the land productivity and improved resource utilisation. Market orientation and mobilisation of the farmers to create groups for better bargaining capabilities.
- h. Focus on sanitation across community as well as private places including schools, individual households, community places like markets, community halls etc. Promoting resource sufficiency for clean drinking water, clean air and green ecosphere.

Principle 5 Businesses should respect and promote human rights.

It is widely believed that governments have a duty to protect human rights. Policies of Reliance Power cover the human rights aspects of its employees and other resources associated with matters relating to the construction / operation of the power plants. No complaints have been received in the past financial year on human rights.

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Yes, the company has a policy which covers human rights.

The Company is committed to uphold and maintain the dignity of women employees and it has in place a policy which provides for protection against sexual harassment of women at work place and for prevention and redressal of such complaints. During the year under review, no such complaints were received.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No complaints on Human Rights were received during the year.

Principle 6 Business should respect, protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the company or extends to the Group / Joint Ventures/ Suppliers/Contractors/NGOs/others?

Our companies in the group are committed to achieve the global standards of health, safety and environment.

We believe in sharing process and product innovations within the group and extending its benefits to the Industry. We believe in safeguarding environment for long term. Reliance Group Companies' Code of Ethics and Business Policies is applicable to all personnel of the Company and we promote it through to the Consultants, Representatives, Suppliers, Contractors and Agents dealing with the Company

2. Does the company have strategies / initiatives to address global environmental issues such as climate change, global warming, etc?

At Reliance Power all power plants and mines operations are certified with Integrated Management system for Environment, Occupational Health & Safety and Quality. The environmental issues are identified, categorised and mapped for its impacts. Station specific respective SOPs are developed to address various issues through Environmental Management Plan. The power plants are designed and optimised for minimal consumption of resources for maximum output thus taking care of global warming and climate change. All the power plants and mines carry out extensive green belt development in the vicinity.

It is pertinent to mention that the Company has successfully registered Sasan UMPP, which uses super-critical technology; wind project at Vashpet; Solar Photovoltaic (PV) and Concentrated Solar Power (CSP) projects at Dhursar with the Clean Development Mechanism (CDM) Executive Board under the United Nations Framework Convention on Climate Change.

3. Does the company identify and assess potential environmental risks? Y/N

Yes

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

Yes, Sasan Power Limited, a subsidiary of Reliance Power is successfully registered with the Clean Development Mechanism (CDM) Executive Board. CDM is one of the three market based mechanisms agreed under the Kyoto Protocol to reduce Greenhouse Gases (GHG) by adopting environmental friendly technologies and/or fuels so that the GHG emissions can be reduced.

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.

Yes, Reliance Power has taken several initiatives to address long term climate change challenges and environmental management. Some of the initiatives are as under:

Deploying best in class technology related to power generation across all our projects. This help in reducing the consumption of fuel and water required for plant operations, thereby conserving precious natural resources and contributing towards a greener and healthier environment.

Rosa Power Supply Company Limited (RPSCL), a subsidiary of Reliance Power has an installed capacity of 120 KW of Solar Power generation within the plant on roof tops.

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6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes, the emissions/waste generated by the power stations are within the stipulated limits.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Nil

Principle 7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

Reliance Power is a member of Association of Power Producers (APP), Arunachal Pradesh Power Producers Association (APPPA), apart from being a member of Chambers of Commerce and Industry. We have, through APP and APPPA, represented to governments (both central and state) for the development of an efficient electricity sector. Objective of these representations is to introduce reforms aimed at providing sustainable power for all on a 24 × 7 basis.

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, Sustainable Business Principles, Others)

Reliance Power does undertake constructive advocacy with Central as well as State level entities to positively contribute and influence the development of Power sector. As an organisation we do not engage in any form of lobbying.

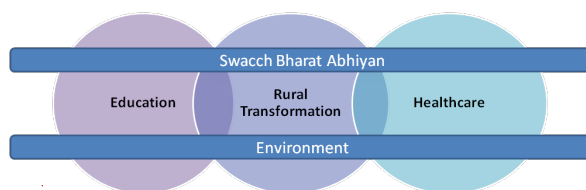
Principle 8 Businesses should support inclusive growth and equitable development

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes, details thereof.

At Reliance Power, the approach towards CSR is to interweave social responsibility into Company's mainstream business functions by translating our commitments into the Company's policies, which not only motivate our employees, but also influences our stakeholders especially partners and suppliers, to embrace responsible business practices in their respective spheres of action.

As part of the CSR mandate, we focus on three key Thematic areas – Education, Healthcare and Rural Transformation (which includes development of infrastructure, skill development, promotion of sustainable livelihood, improving the socio-economic status of women and the youth) with two cross-cutting themes of Environment and Swachh Bharat Abhiyan (Sanitation) which complement all our social endeavors. (Refer PIC 1 below).

Reliance Power lays special emphasis on bringing about a tangible change in the lives of people living in rural and underserved areas around its power projects.



PIC 1: Thematic Areas under CSR

For past several years, Reliance Power has been undertaking various initiatives to support inclusive growth and equitable development for social and economically disadvantaged communities through several CSR programs with active participation from passionate employee volunteers. For the year 2019-20, in order to have more sustainable programmes with measurable impacts, the Company continued to scale-up and leverage the existing efforts. Below are key initiatives undertaken by the company during the year 2019-20:

i. Education:

Reliance Power has identified education as one of the major focus areas of CSR and has been taking up various initiatives, to bridge the existing gaps and provide an enabling environment for effective learning for underserved communities. The education programmes are focused on primary and secondary level education.

The Company focuses on creating a learning environment for imparting holistic education to children from as early as kindergarten level. These projects are Hamari Paathshala (remedial schooling), Model Aanganwadi implemented at various project sites across the hinterland of our vast country.

Few examples–

At Rosa Power, to strengthen the mathematical and scientific skills, special coaching classes are being conducted for students of standard 10th and 12th appearing for board exams. remedial schools for enrollment of school drop outs are set up under Hamari Paathshala Programme. Students are also being trained for government scholarships in addition to Digital literacy programs being conducted.

At Sasan Power, under the School Excellence Programme, efforts revolve around holistic development of students through art and culture, elocution, drama, physical training and sports, and preparation for competitive exams like Olympiad, Spell Bee etc. Electrification and infrastructural support to schools has also been an important element of the project. Vidyadaan, an employee volunteering initiative has significantly impacted the learning outcomes of students appearing for board exams, who in the recent CBSE exams have again met 100% passing milestone.

Dhirubhai Ambani Solar Park, situated at the very edge of our country's barren region in pokhran, is supporting students from surrounding five villages in the form of infrastructure development, remedial schooling and digital literacy.

The above efforts in the field of education has benefitted more than 94,000 children from the underprivileged communities surrounding our plant sites.

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ii. Healthcare:

We at Reliance Power focus on promoting primary, preventive and curative healthcare. The Company implements CSR programs with special focus on health of elderly, women, adolescent and young ones like supporting Pediatric Heart surgeries for underprivileged children. Initiatives with support from accredited non-profit organisations promoting healthcare initiatives such as Aarogyam, Project Indradhanush, Swasthya Chetna and awareness cum health checkup camps are being conducted across all our sites.

Reliance Power also initiated concerted projects to meet the mandate set out by Hon. Prime Minister on woman health under Pradhan Mantri Surakshit Matritva Abhiyan, Pradhan Mantri Jeevan Jyoti Bima Yojana.

Few examples–

At Rosa Power site, programme 'Swasth Chetna' spreads general health awareness on curative and promotive healthcare in collaboration with the state government and local agencies. We organise and support vaccination and eye checkup camps through mobile health units, physio therapy centres, promotion of maternal and child health through institutional delivery of babies and nutrition awareness.

Sasan Power promotes maternal and child health through Institutional delivery for babies under Surakshit Matritva Abhiyan Project in collaboration with Govt departments. Child nutrition and mother & child health improvement is ensured through group of activities like supplementary nutrition of chickpeas & Jagger, supply of healthy baby kits and other awareness campaigns. Institutional delivery and modern menstrual hygiene practices among rural women have seen significant acceptance.

We have impacted around 2.25 lakhs people through our health care programmes, wherein approximately 90,000 adolescent girls and women have benefited from the Sanitation and Menstrual hygiene camps.

iii. Rural Transformation:

'Touching lives, transforming lives', is the vision Reliance Power has constantly been working on to promote scientific agriculture, horticulture, animal husbandry, tree plantation, women empowerment, sanitation and water management.

Since locations of the projects are in economically and socially underdeveloped areas, it is a constant endeavor to include the local community as a critical stakeholder in the inclusive measures initiated by the Company.

We encourage creation of socio physical infrastructure for the benefit of local community, including that of construction / renovation of community halls, construction of roads, cremation sheds etc. across all Reliance Power subsidiaries using the concept of YogDaan.

Few examples:

Transforming rural lives through sustainable socio-economic capacity building programmes, is one of the key mandates at Rosa Power Supply Co. Ltd. Our focus has been to create 'Model Villages / Aadarsh Grams' with emphasis on collective development in consultation

with the local/ state government and civil society for improving the standard of living of families as a unit, enriching the social capital and building the community spirit. Our endeavors run across supporting Human Development, Community Outreach, Agriculture, Animal Husbandry, Social and Financial Inclusion, Economic Empowerment, Job Creation, Skill Enhancement, and Social Security within the community with a key focus on women, differently abled and senior citizens and the farming communities.

Sasan Power was involved in creating and supporting of more than 20 Cooperative societies for vulnerable and marginalised individuals to skill them as vendors and award them service contracts. These measures have directly helped more than 350 families to ignite the engine of economic progress around the Sasan site.

Livelihood interventions focusing on farm and non-farm areas including promoting agriculture, improving livestock, skill development for women and youth as well as infrastructure development, both through direct intervention and participation from accredited agencies have supplemented earning capabilities of about 6200 families across locations where Reliance Power subsidiaries operate.

iv. Woman Empowerment:

Reliance Power has strived towards livelihood promotion by creating Self Help Groups (SHG's) for women, engaging them in small business projects like making sweet boxes, tailoring, knitting, decorative basket making, papad making, manufacturing fertilizer etc which helped them to earn an additional income for their families. more than 50 SHGs have been formed, empowering more than 600 SHG women members to become financially self reliant.

More than 1,65,000 farmers and women benefitted through our CSR endeavors this year.

v. Sanitation:

Swachh Bharat Abhiyan (SBA) has become a popular mass movement ever since its initiation by Hon. Prime Minister. Our Chairman, Shri Anil Dhirubhai Ambani has taken it upon himself and has translated it into an opportunity by integrating the tenets of SBA in the company's business processes apart from the social mandate across the Reliance Group for a far reaching and sustained impact.

Some of the key activities are awareness cum hygiene promotion programmes in schools, cleanliness drive at public facilities, building of toilets in the rural communities, distribution of sanitation kits, beach cleaning etc. This movement has grown within Reliance Power group and has engaged a wide spectrum of stakeholders including communities around our operational areas as well as employee volunteers across our business verticals.

Given the outbreak of COVID-19 pandemic before the end of financial year 2019-20, Reliance Power reached out to all earmarked 48 villages in the FY 2019-20 itself and spread awareness on COVID-19, provided sanitizers, installed sanitizer machines at public offices and created a mass volunteering movement for stitching and distributing hand-stitched government endorsed masks.

vi. Environment:

We as a company are very conscious about the importance of clean and green environment. It is an integral part of all our business operations as well as social interventions undertaken through CSR programmes. The imperative is to use natural resources efficiently to leave a minimal carbon footprint and impact on biodiversity across our business value chain. The group strives to develop and promote processes and technologies to make all our products and services environment-friendly. The philosophy behind this is to create a sustainable business model of circular economy by following the principle of 5 Rs- Reduce, Reuse, Repair, Refurbish and Recycle for the sustainability of the environment and its resources.

Continuing to support its Go Green Initiative, Sasan Power and Rosa Power are supporting 64 solar mini grids and 80 solar street lights in the nearby villages benefitting 6100 families. More than 62,000 plants have been planted across sites.

To conclude, Reliance Power and its subsidiaries, through its sustainability endeavors are making constant efforts to bring about a change and provide better quality of life to underprivileged communities in the vicinity of the project sites.

2. Are the programmes / projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organisation?

Our CSR projects are mostly designed as long-term collaborative projects keeping in mind priorities mentioned in Schedule VII of the CSR Act, 2013 and the Sustainable Development Goals. They are implemented through delivery mechanisms comprising of employees, local bodies, non-governmental organisations, not-for-profit entities and government institutions etc. The interventions are carried out in tandem with local Government bodies to meet the social mandate for the earmarked communities. The execution of the programs under the thematic heads Education, Healthcare, Rural Transformation, Environment and Sanitation are carried out with the support from development sector organisations and institutions apart from implementation through respective CSR teams. Employee volunteering also acts as a critical implementing arm across for the earmarked communities.

3. Have you done any impact assessment of your initiative?

Yes, we conduct Impact Assessment studies time to time – both internally as well as externally to understand the impact of our programmes. We have during the FY 2019-20, undertaken an external Impact Assessment for our endeavors for Rosa Power. SoulAce Private Limited conducted an external Impact Assessment Report for our CSR programmes at (Singrauli, Madhya Pradesh). We plan to award more assignments to external agencies to conduct independent impact assessments at our other sites.

4. What is your company's direct contribution to community development projects (amount in INR and the details of the projects undertaken).

The company and its subsidiaries have spent ₹ 5.09

Crore as direct contribution to community development projects under the thematic heads of Education, Healthcare, Rural transformation, Swachh Bharat Abhiyan and Environment. These projects are directly intended for improving the quality of life of community with well designed strategies of replicability, scalability and sustainability.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Reliance Power regularly evaluates the performance and impact of its CSR programmes. The CSR Team conducts assessments internally as well as through external agencies to keep strengthening the interventions. The interventions have been aligned with that of the Government mandate both at the local as well as the State level. We have been working in creating meaningful partnerships through series of engagements and transparency in our processes across board. This is undertaken by initiating meaningful grassroots level participation with local bodies / institutions / NGOs to support and augment interventions in areas by ensuring stakeholder engagement to identify their perceived needs.

Principle 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. What percentage of customer complaints / consumer cases are pending as on the end of financial year.

The main business activities of the Company and its subsidiaries are generation and supply of electricity to distribution companies (Discoms) and captive mining of coal for generation of electricity. Main consumers are the Discoms with whom the Power Purchase Agreements have been entered into. Power tariff discovery through competitive bidding as is the case with ultra-competitive tariffs of Sasan UMPP or highly transparent and objective tariff determination by regulatory commissions as is the case with Rosa and Butibori Power Projects ensure that consumer is immensely benefitted in terms of competitive price of power.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)

N.A.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

No cases have been filed by any stakeholder against the company regarding unfair trade practices during the year under review.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

No. The company, however, ensures that complaints, if any, received from stakeholders are promptly attended to.